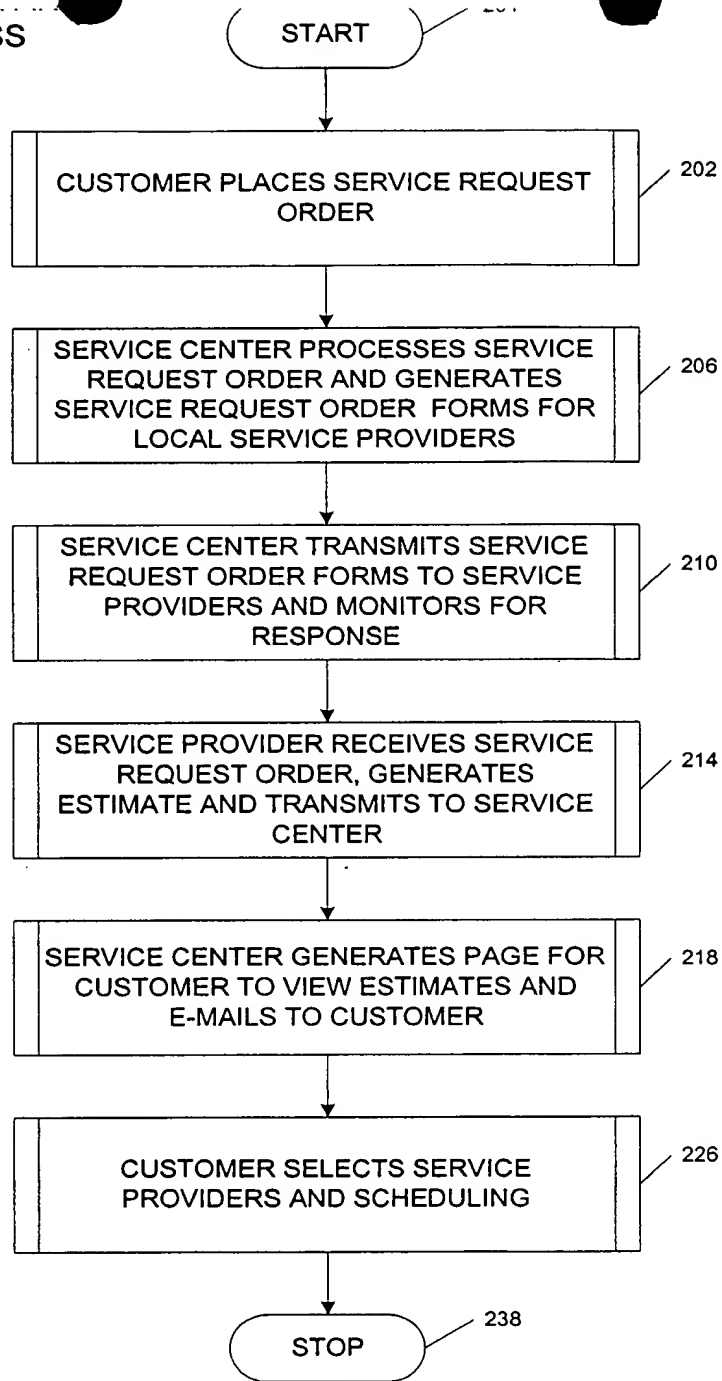


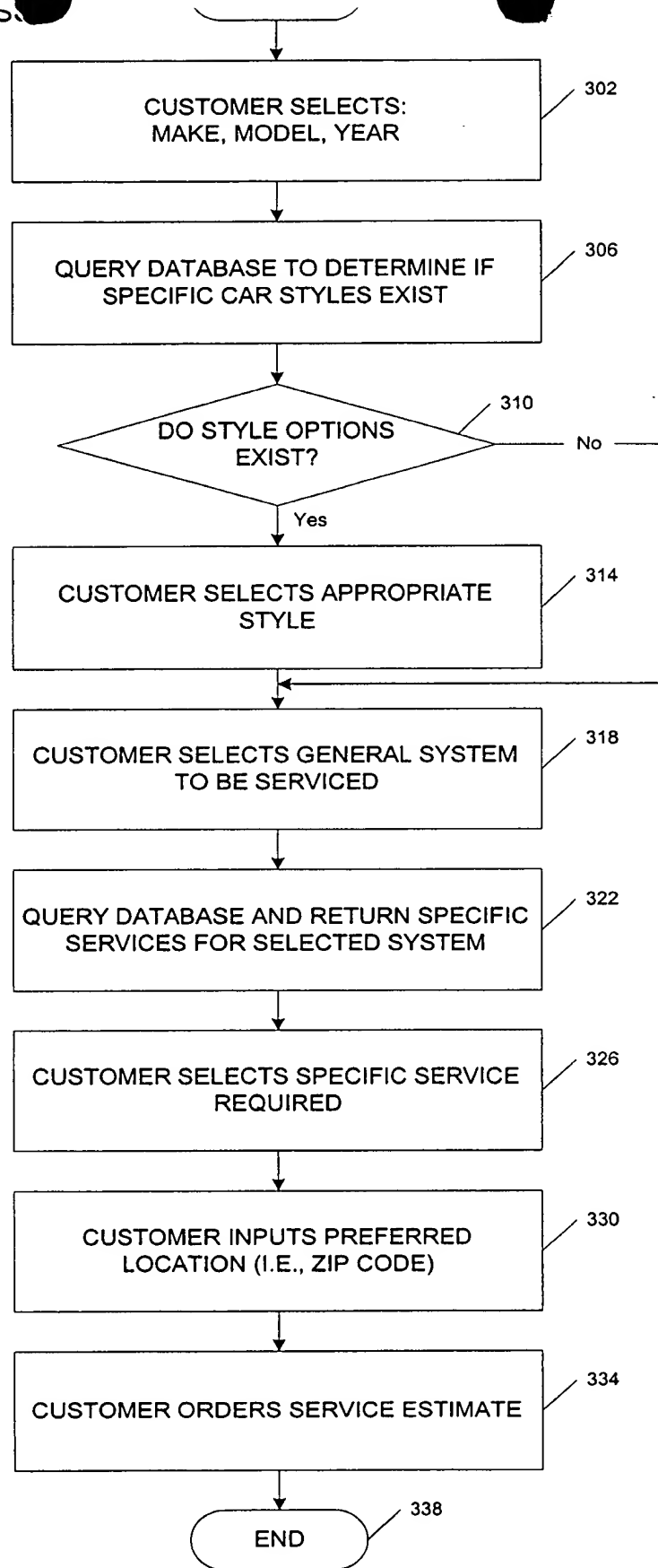
FIG. 1
SYSTEM DIAGRAM

SCHEDULING PROCESS

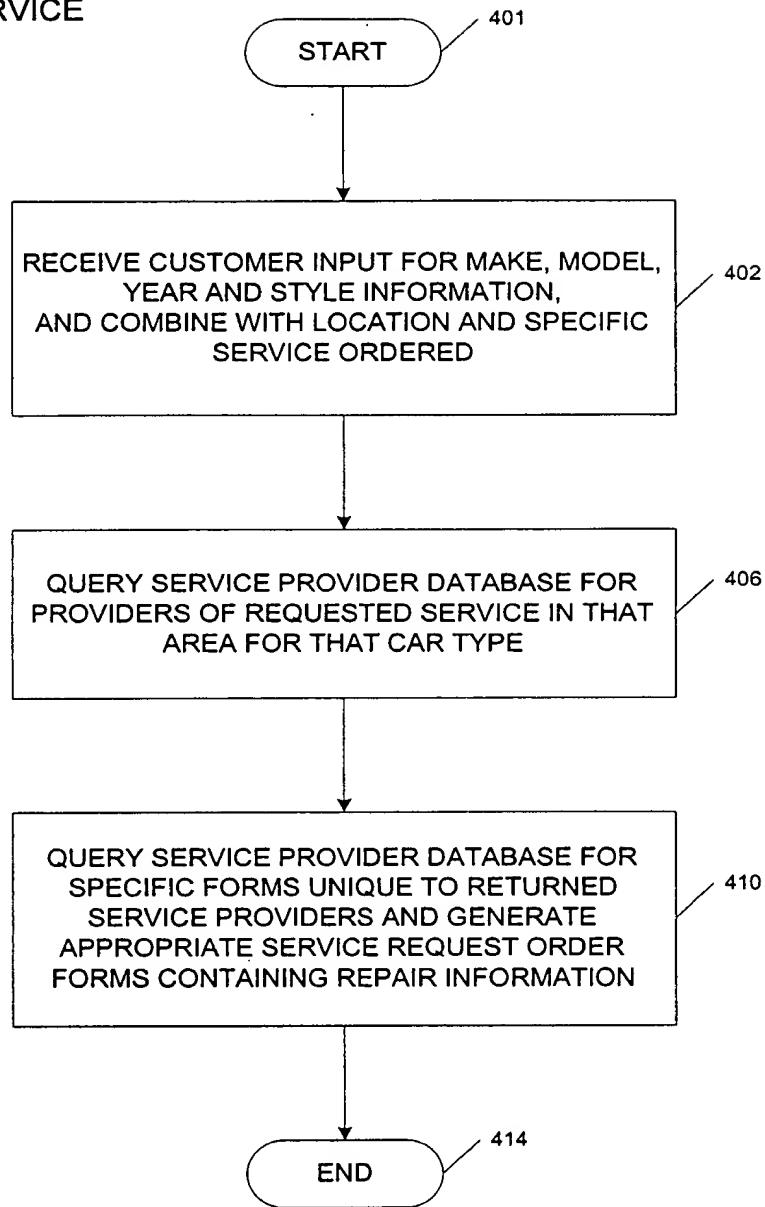
200



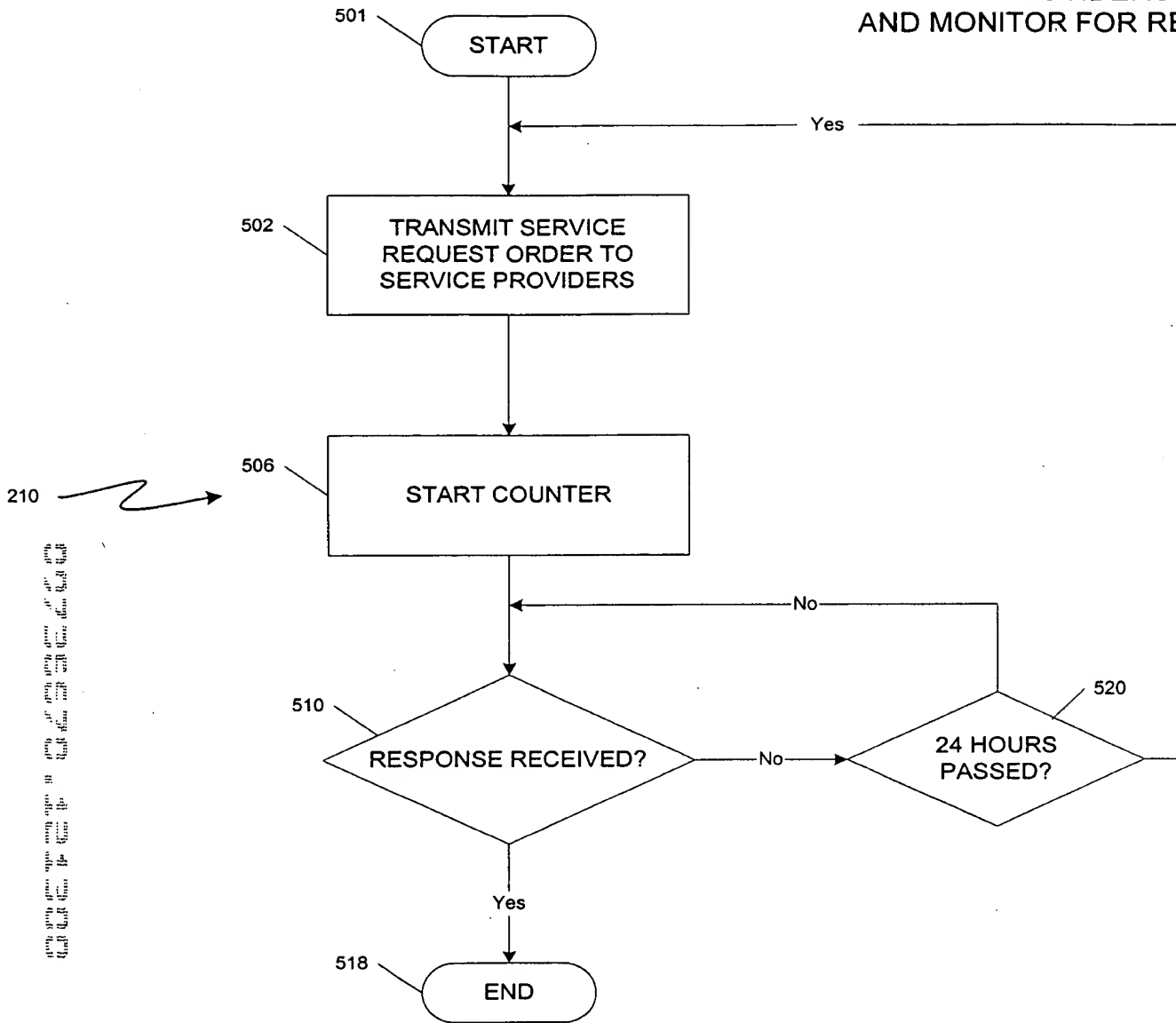
202



ORDER AND GENERATE
SERVICE REQUEST ORDER
FORMS FOR LOCAL SERVICE
PROVIDERS

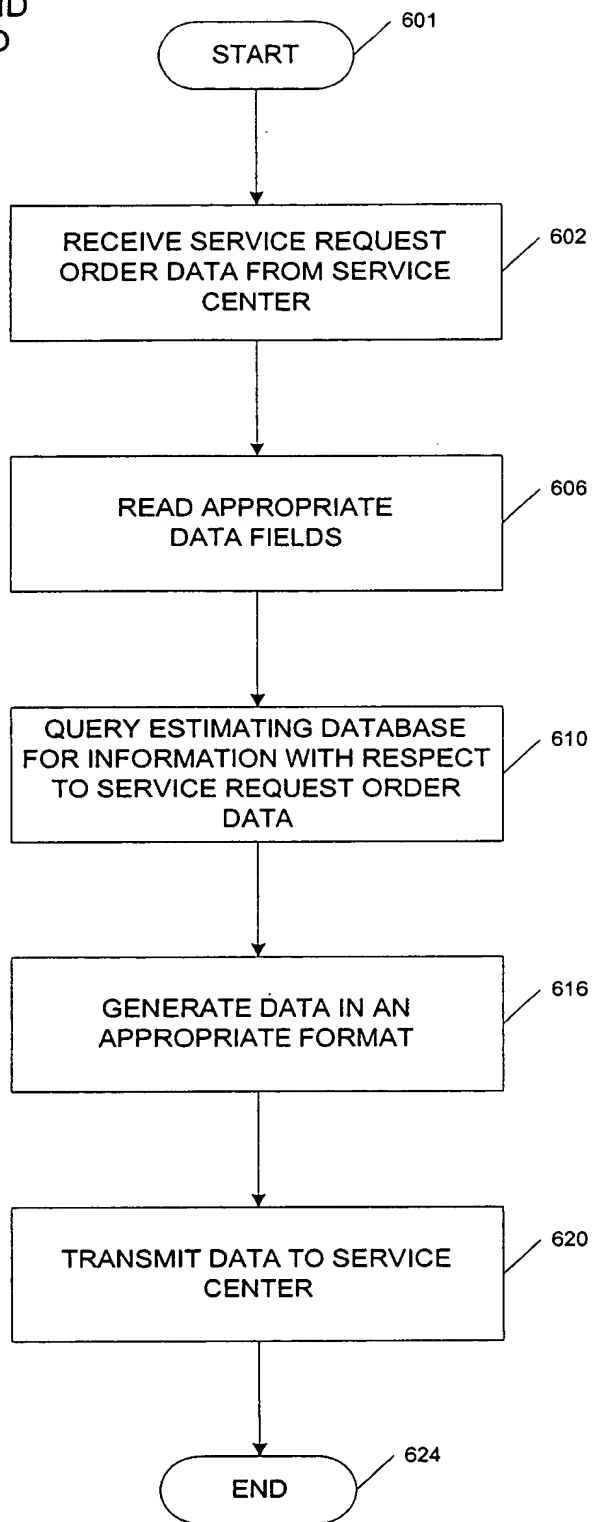


ORDER FORMS TO SERVICE
PROVIDERS
AND MONITOR FOR RESPONSE

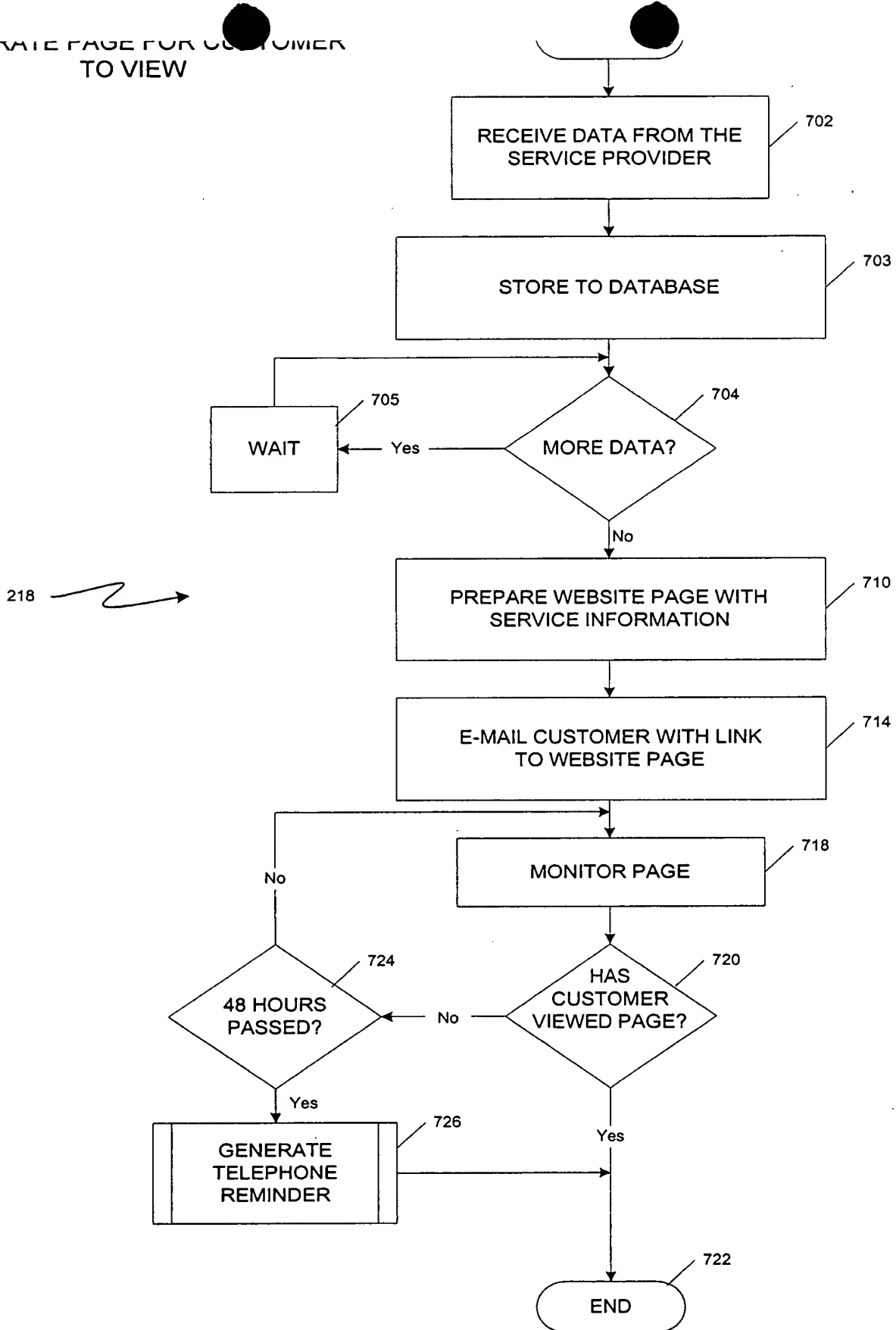


SERVICE REQUEST ORDER,
GENERATES ESTIMATE AND
TRANSMITS ESTIMATE TO
SERVICE CENTER

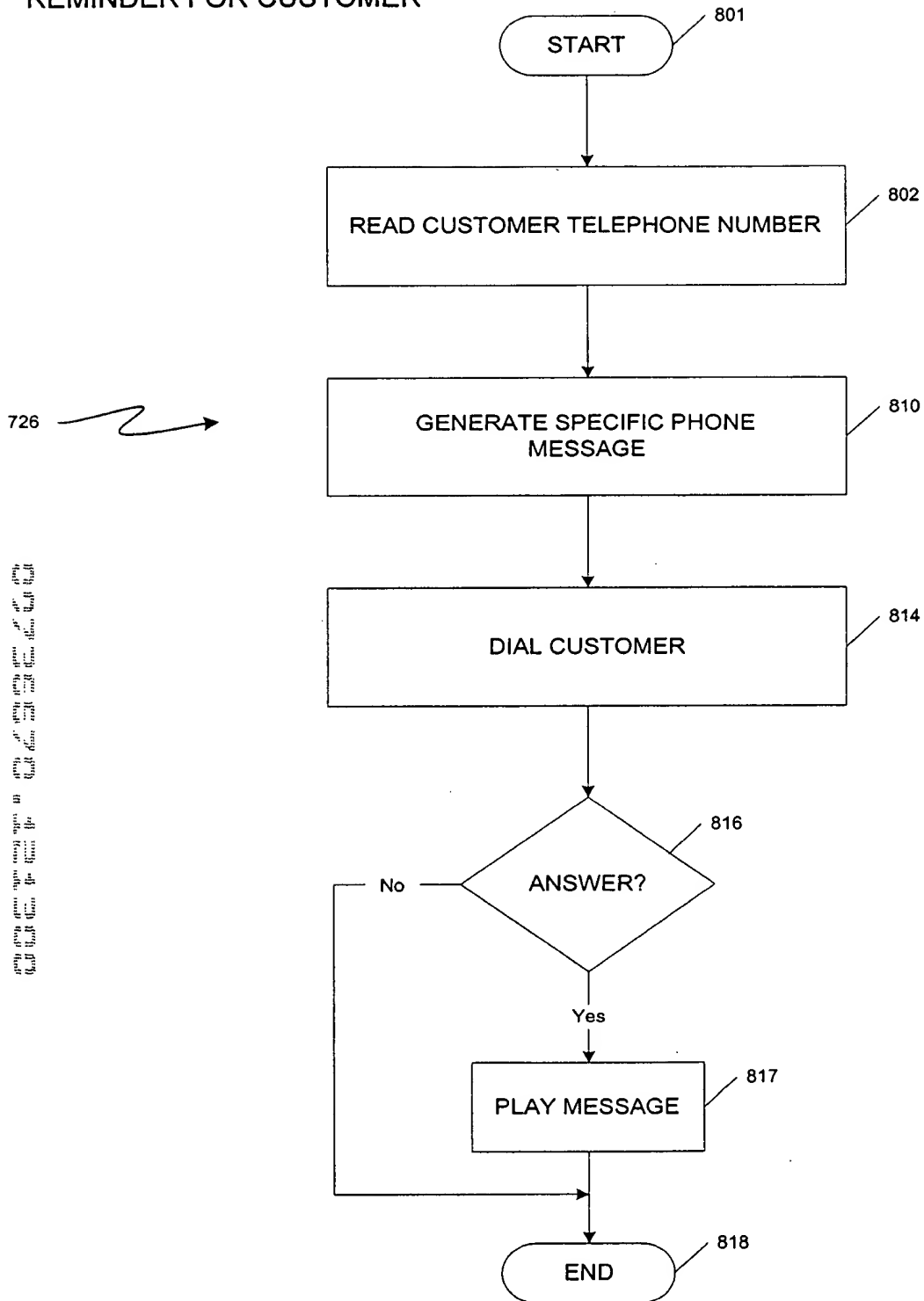
214



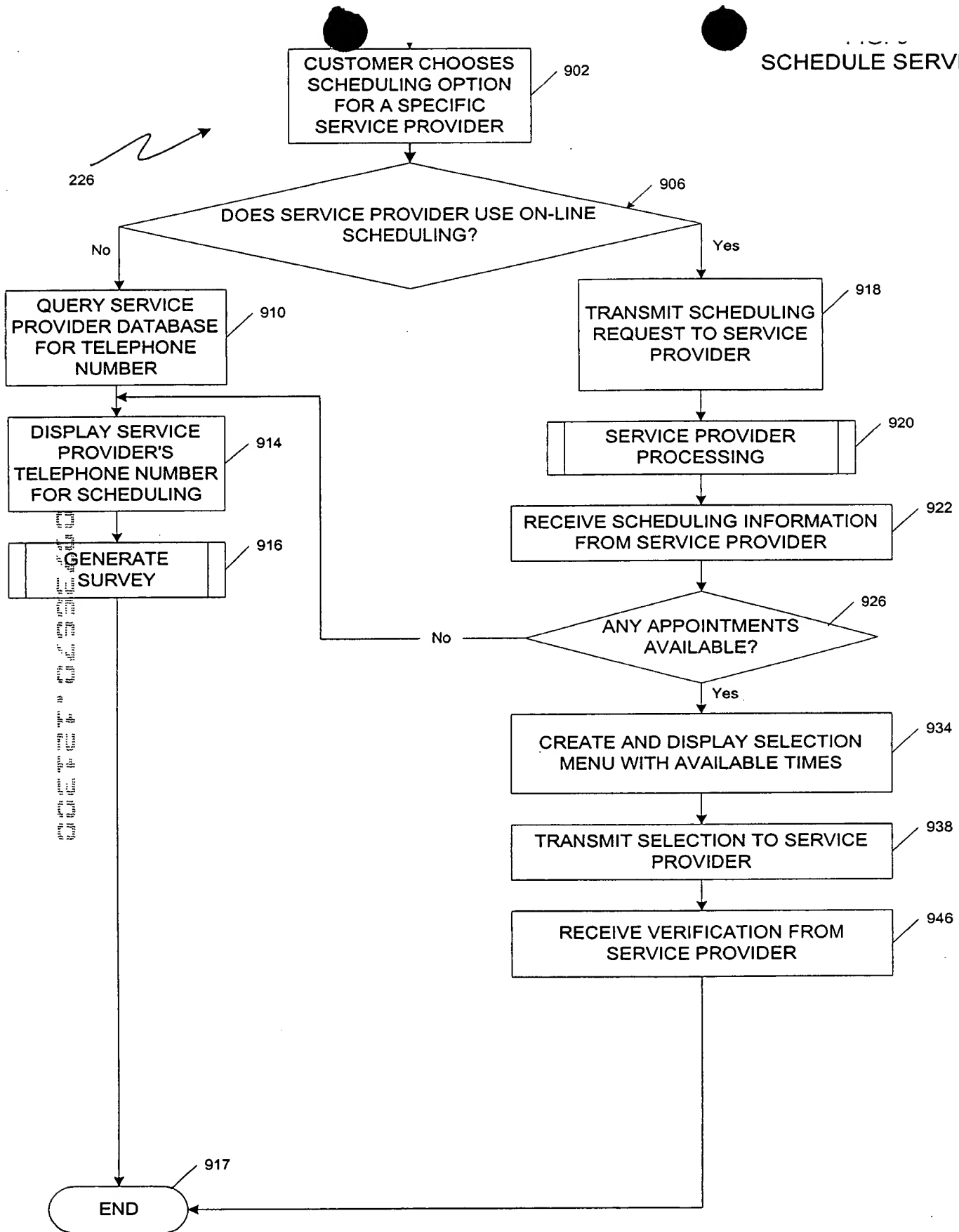
GENERATE PAGE FOR CUSTOMER
TO VIEW



REMINDER FOR CUSTOMER

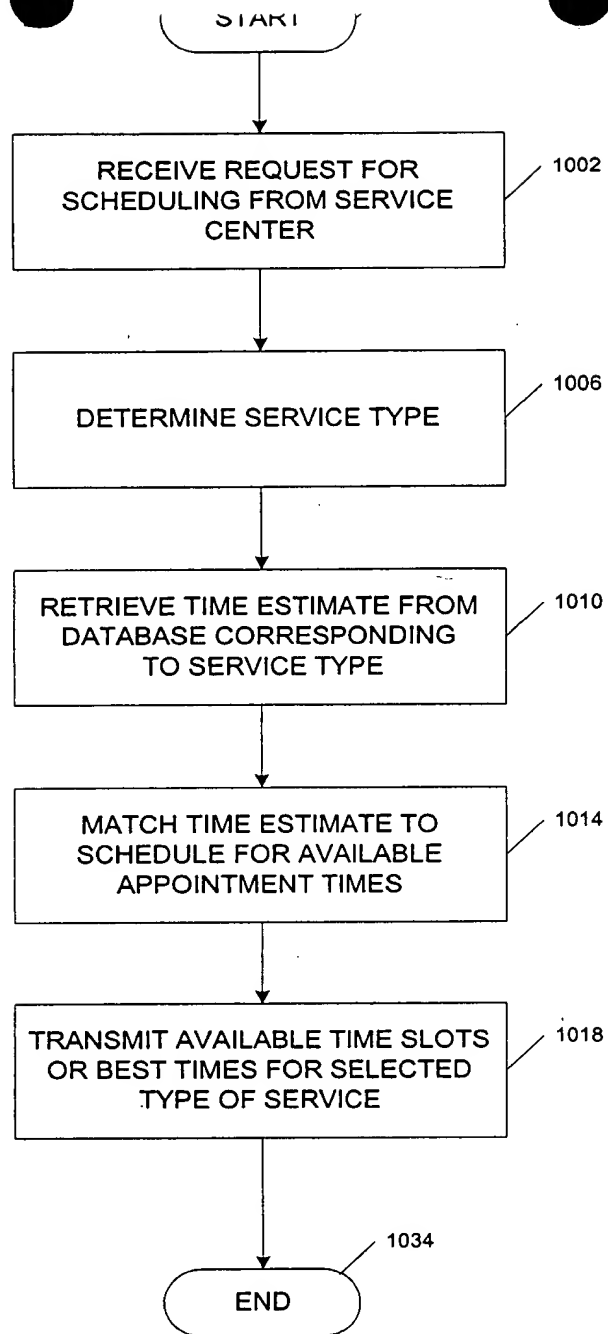


SCHEDULE SERVICE



920

920



CUSTOMER SATISFACTION SURVEY

916

